

EFFECTIVE

January 1, 2024.

Subject(s)**Energy Service Correction****ERM 301, Energy Services**

If the remaining balance in the cap is less than \$425.00, use the remaining balance in the fiscal year cap if it will resolve the emergency for 30 days. This may result in a credit to the energy account. If the remaining balance in the cap is not enough to resolve the emergency, use the most beneficial balance (total service balance, past due balance or shut-off balance). Payment will resolve the emergency for 30 days if using the shut off or past due amount.

Reason: Policy clarification.

ERM 401, Payments

The DHS-1271, State Emergency Relief/LIHEAP, case read form does not need to be completed to document eligibility and payment accuracy.

Reason: Policy clarification.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items ...

[ERM 301](#)

[ERM 401](#)